Expanded Vision, Extended Reach

switchpoint™

2020 ANNUAL REPORT
Overcoming poverty is not a task of charity; it is an act of justice. 

-Nelson Mandela
As we write, the world continues to be clenched in the grips of the COVID-19 pandemic. Never has our innovative spirit been more challenged as we pivot to meet the needs of our clients, to keep them safe and progressing on their journey to get their lives back on the right track.

The need for Switchpoint Community Resource Center is unprecedented as unemployment rates surge and food insecurity is at an all-time high. We have seen a 27% increase in those accessing the food pantry and soup kitchen, with most of that increase being first time applicants.

We know that meaningful connections and relationships are key to sustaining a successful life. And, that is the very thing that our clients have lost, especially in this time of isolation.

Connection is the energy that exists between people when they feel seen, heard and valued without judgment. We understand that as we purposely create these connections, hope, dignity and confidence are restored. This remains paramount to our work, although it looks different, with masks and six feet of distance, our love and air hugs fill the divide. We treat people with love and dignity because that is where the change comes in. It’s not just giving them food or a place to sleep. We cannot change people’s lives unless we build a relationship with them.

With your unwavering support and that of hundreds of exceptional volunteers and supremely dedicated staff and board members, we are accomplishing our vision to empower versus entitle – lifting hearts, opening opportunities and accessing possibilities even as it feels like doors are only closing. Together we accomplished much in 2020 as we kept adjusting, moving forward toward our goals, taking one step at a time with determination.

With deep gratitude,

Carol Hollowell,  
CEO, Switchpoint CRC

David Dangerfield  
Board President, Switchpoint CRC
2020 HIGHLIGHTS

5,394 people accessed services across all programs, including 2,211 women and children

1,089 individuals accessed emergency shelter

1,480,172 pounds of food distributed between food pantry & soup kitchen

169 previously unemployed adults re-entered the workforce

648 individuals participated in education and employment programs

424 Washington County families are no longer homeless
Switchpoint Community Resource Center relies on both private and public partnerships, volunteers and donors like Misty Kirby and the Paparazzi team.
Shortly after arrival, caring staff members meet with families or individuals to understand their specific circumstances, housing and service needs with on-site case management for every client.

To help ensure that those with the greatest needs are prioritized, we use evidence-informed assessment tools such as the Specialized Prioritization Decision Assistance Tool (SPDAT). These evaluations help our team determine the most effective strategies and interventions needed to help our clients turn their lives around.

The Housing First model we employ is recognized nationally as the most effective method of ending homelessness. Once a person has been stabilized in housing, they are much more successful in addressing the issues that caused them to become homeless in the first place. Helping at-risk individuals and families secure stable housing is our passion, not just our mission here at Switchpoint.

We provide our clients with a variety of support to help them succeed in securing housing, including housing-based search assistance, short-term financial assistance and counseling, continued intensive home-based case management, help with applications and eligibility for food stamps, Medicaid, Veteran housing programs, mental health and recovery services.

“You are not the darkness you have endured. You are the light that refused to surrender.”
-John Mark Green
Switchpoint took a leap by helping my family and me have the chance to surpass being products of the environment we were used to. They gave us hope to believe that we could be more than what we came from. They gave us the strength, courage, and support to persevere, making great strides in obtaining and sustaining a new life of happiness!!

If not for the shelter and its staff and volunteers we wouldn't be where we are today. We continue to utilize many of the resources they offer and support they provide. We couldn't be more grateful for all the help they've given us!!

-Felisha
Food insecurity is on the rise as 1 in every 5 households have difficulty affording groceries. The Utah Food Bank is a vital partner to meet those hunger needs in our food pantry, providing grocery rescue and dry goods. Our Switchpoint garden supplements fresh produce to both our soup kitchen and food pantry. The LDS Bishop's Storehouse assists with food for the Switchpoint Soup Kitchen serving hot lunch five days a week.

As a result of the COVID-19 pandemic it became necessary to move the Soup Kitchen from Grace Episcopal Church to the Switchpoint campus in order to keep services from being disrupted. We are grateful to the many volunteers who have helped to make that transition smooth and successful.

An enormous volunteer force makes the soup kitchen and the emergency food pantry happen! It takes over 20 volunteers each day to keep the doors open. CDC protocols have been implemented in both locations to keep our staff and clients safe.
My whole life I was beat down, and told that I was not good enough. I spent my youth in and out of juvenile programs and prison. I had no self-worth or value. I had no purpose or direction in life. I got heavily into using hard drugs. I lost everything and everyone I cared about. I could not go on living the way I was so I turned to Switchpoint.

Switchpoint showed me love and unconditional, genuine compassion that I’d never seen before.

Because of my caseworker’s compassion towards me, I started to believe in myself and my self-esteem rose. I relapsed several times, but Switchpoint never gave up on me. Today I am 15 months clean. I am not homeless, and I have hope. If it were not for Switchpoint, I wouldn’t be alive today to write this testimony.”

-Milton O. (Ben)
Overcoming homelessness is a difficult challenge. We are thrilled to have partnered with the City of St George and you to create this solution for so many in need.

Riverwalk Village fills a major void in St. George’s housing market. According to a recent market study done by Switchpoint, Washington County needs 1,800 additional attainable housing units.

Riverwalk Village Apartments features living spaces for low, moderate and market rate families and individuals. Layouts range from one to four bedrooms. This community of apartments feature a walking/biking path, community gardens, and a dog park.
CRYSTAL’S PLACE TO CALL HOME

These new residents at Riverwalk Village are thrilled to be together at home.

“I am most looking forward to cooking for my kids. They missed mom's cooking.”  -Crystal
Switchpoint provides high-quality adult education, job training and support services designed to help homeless and at-risk individuals achieve self-sufficiency.

Trauma-informed services include:
- Mental Health Therapy
- Education and Employment Programs
- GED and Adult Basic Education Programs
- Computer Literacy
- Financial Literacy
- Pre-employment Support and Job Placement

Up to 90 percent of our clients have experienced some type of violence or trauma. Many have been disconnected from society for a long time.

Switchpoint meets them where they are, without judgment. Our education and employment programs offer progressive engagement with an individualized touch. We help people feel valued and respected, which for many is a new experience.

In 2020 more than 1,300 people accessed our mental health counseling, and over 600 clients were helped through education and employment services. Of the 245 adults that participated in job-readiness programs, 169 previously unemployed adults re-entered the workforce.

“Sometimes the bravest and most important thing you can do is just SHOW UP”
-Brené Brown
I had given up. Thankfully my sister hadn’t. After years of trauma induced addiction, losing my girls and many other important relationships, going to Switchpoint was my last chance. The motto 'focus on the solution' has made a huge impact on my life. One day at a time I found myself again. Now through housing programs available, family reunification is possible.

The staff is top notch when it comes to people who genuinely care and want to improve the lives of others. It takes a team of miracle workers to listen and understand how to support addicts. I can never thank the people involved in my process enough. Switchpoint continues to be an active part of supplying resources fundamental to rebuilding lives. Please keep doing what you’re doing and never give up on making the world a better place. "

-Staci P.
At Switchpoint our model is to identify the barriers our clients face then create a plan to overcome those obstacles. Getting treatment for substance use disorder for those without insurance or living in poverty was nearly impossible in Washington County.

Crossover opened in late February and despite the COVID-19 pandemic was determined to offer the vital treatment our clients needed. A residential treatment program which takes a holistic approach - addressing the underlying causes and trauma that led to the addiction, is proving to create long-lasting success.

Helping our clients get to know who they are without the shackles of addiction, sets them up for success in their continued journey of recovery.

In six short months more than 200 people have accessed treatment at Crossover and are on track to get their lives back.

"When you observe a grown man with tears in his eyes share his experience of finding the strength to look at his own reflection in the mirror for the first time in years, you realize the impact of our program."

-Jared M. -Intake Coordinator
JOHN PAYS IT FORWARD

"I was at my lowest... again.

Drug court sent me to Crossover Recovery as part of my release from jail. More than once I wanted to give up but Laurie wouldn’t have it.

The team was invested in me 100%. I can say they saved my life. They believed in me when I was struggling to see my own worth.

When Carol saw me fixing the lawn mower with my fingernail she asked me about starting a small engine repair shop. I assured her we could make a success of it, with my 30-year trained mechanic experience. With the help of Switchpoint, from the board of directors to staff to volunteers, they’ve given me a new outlook on life. They trusted me and invested in me to get the repair shop open. I am honored to be a part of supporting this amazing organization that lifts people up - and sees the person behind their circumstance. I will give them my all. I’m 49 years old, I’ve got proof that if you try just a little bit every day you can do it.” - John
BED-N-BISCUITS PET VILLAGE

Our pet care center moved and got a makeover this year.

SWITCHPOINT THRIFT

The store took on a temporary expansion in 2020 and will welcome a 2nd store in 2021.

Small business development is a cornerstone to Switchpoint leading the model of self-sustainability with over 100 jobs created locally.

SMALL ENGINE REPAIR

A new micro enterprise on the Bed-N-Biscuits property.

CROSSROADS RECOVERY CENTER

Recovery with dignity within our Switchpoint family.
Switchpoint relies on a variety of sources to fund our services and programs. 59% of our funding comes from private donations and our entrepreneurial ventures.

EXPENSES:
- Shelter/Resource Center: $1,978,501
- Job Training/Enterprises: $1,725,928
- Administration: $336,766
- Pantry/Soup Kitchen: $168,383
- Total 2020 FY budget: $4,209,578

SUMMARY:
- Earned revenue from enterprises: $1,262,873
- Private Donations: $1,220,778
- Federal & State Grants: $1,010,299
- Other Grants: $715,628

In-kind donations, food and thrift: $3,338,376

"POVERTY IS A VERY COMPLICATED ISSUE, BUT FEEDING A CHILD ISN’T." - JEFF BRIDGES
Switchpoint CEO, Carol Hollowell received EY Entrepreneur Of The Year® 2020 Utah Region Award

Carol was included in the Women of Utah mural, a 5,000-square-foot mural in Salt Lake City featuring 250 of Utah’s most influential women past and present.
Congratulations to Carol Hollowell of Switchpoint Community Resource Center, Utah Region award winner.

Join the Conversation #EOYSLC
2020 was a year unlike any other
Unable to host fundraising events we had to find creative ways to connect with our donors

Our innovative spirit was put to the test when it became necessary to cancel our largest fundraising event of the year in April. That event had previously garnered nearly $600,000 for our unrestricted funds. Thus not making it an option to do nothing to replace it. Pivot, adjust, get creative and do it fast! A full day-telethon type virtual online Facebook/Youtube event was created. In only three weeks time, our producer Steven Stay, pulled together musical artists to perform and promote our cause as Linda and Carol shared our stories and needs throughout the day. While we fell short on the financial goal of the day, we gained over 200 new donors who continue to engage and support us today.
Expanded Vision, Extended Reach

At Switchpoint we are dedicated to addressing the root causes of homelessness and poverty. For this reason, every year we analyze the needs of our clients and assess our ability to effectively make an impact. In 2020 we expanded in three very important ways - opening Riverwalk Village Apartments, Crossover Recovery Treatment Center and Tooele Community Resource Center.
At Switchpoint we see homelessness as a statewide issue and realize we must come together to address and solve the problem. When Tooele’s Local Homeless Coordinating Committee came to us seeking help we were happy to step up and assist them in implementing our proven model. The homeless population in Tooele County had increased and they did not have the service providers to handle the need.

Tooele Community Resource Center falls under the umbrella of Switchpoint with independent funding coming from state and federal grants in addition to city and county support. Community members and businesses have come together to fill in the gaps. Tooele Thrift generates revenue as well.

The Resource Center includes: Pathways Domestic Violence Shelter, Food Pantry, 24/7 Emergency Shelter, and Drop in Services - Showers - Laundry -Housing Program - Rental Assistance - Computer Lab.
Stepping Stones broke ground in October and will be complete by late summer 2021. Stepping Stones will provide 24/7 premiere childcare for our clients and the community at large.

"There is great need in our community for childcare outside of traditional hours. We can count on Switchpoint to fill that need." - Mayor Jon Pike

We continue to grow with the needs of our community, building our future with big dreams and vision.
Our community means the world to us. We couldn't do it without you.

This year, 1,266 community members logged a total of 26,011 volunteer hours.
2020 has been the most challenging year yet

for Switchpoint and the incredible people we are honored to serve. We have been inspired by the resilient spirit and courage of those seeking our services. It is humbling for both parties involved. We have been moved to follow their lead, to continue forward through fear and uncertainty, to find a way not only to manage this unprecedented time, but to excel through it.

This year we welcomed home 55 families to their own safe, affordable and beautiful Riverwalk Village apartment. We did not shrink, but persevered to open Tooele Community Resource Center as a response to their call for help. We moved the Soup Kitchen to the Switchpoint campus rather than shut it down. We opened a desperately needed Crossover Recovery residential treatment center. We opened the quarantine hotel to protect all members of the community and keep the shelter residents and staff safe. We moved and upgraded Bed-N-Biscuits Pet Village while expanding the Thrift Store. We lost our largest fundraising event and quickly pivoted to a virtual online event. We lost 90% of our volunteer force.

Through all this, we witnessed the best of humanity in you. You found ways to support us through our most difficult time. We watched those that have so little, offer up what they had to lighten the burden of friends and strangers. Many donated their stimulus checks, when they could have used the boost themselves. You, our donors came forward in monumental ways to make sure expenses were covered in order to keep the shelter open.

It is difficult to find words to adequately thank you. We trust you will feel our immense gratitude by our actions and never quit spirit.
Your generosity facilitates our work of providing essential programs and services to help break the cycle of homelessness and poverty. Each gift, no matter how big or small, makes a difference to a person in need.

MAKE A DONATION

- Donate online at switchpointcrc.org
- Enroll in recurring monthly giving
- Donate to our Thrift Store
- Make a donation of stock
- Honor a loved one with a memorial gift
- Give through your Donor Advised Fund (DAF)
- Designate a gift to our endowment fund

LEAVE A LEGACY

- Remember Switchpoint in your will or trust
- Give a gift of retirement assets
- Give a gift of life insurance
- Give a gift of real estate

GET INVOLVED

- Volunteer or organize a group project
- Sponsor or attend one of our events
- Host a drive to collect needed items
- Patronize our businesses
- Donate Welcome Home Kit items for families moving into permanent housing
We treat our clients with love and dignity because that is where the change comes in. It's not just giving them food or a place to sleep. We cannot change their lives unless we build a relationship with them and treat them with dignity.” - Carol Hollowell
# DONORS 2020

## $25,000+

**BE THE SWITCHPOINT SOCIETY**

- **Martha & Curtis Anderson**  
- **Jeffrey T. Love Living Trust**
- **Laura Rodelander**  
- **Karen & Brent Slife**
- **C. Scott & Dorothy E. Watkins Charitable Foundation**  
- **Shelly & Ken Weisbacher**

## $10,000 - $24,999

- **Bedrosian Tile & Stone**  
- **Carpets Plus/Joe & Ken Gibbons**  
- **New Promise Lutheran Church**
- **June & Brooks Pace**  
- **Sue Ann & Jim Roberts**
- **Sorenson Legacy Foundation**  
- **Lyla & George Thomas**

## $5,000 - $9,999

- **Avalon Health Care**  
- **Harold Reynolds Cannon**  
- **Estate of Joyce Cosentino**  
- **Dutchman's Investment, Inc**  
- **Eggert Family Trust**  
- **Marti & George Graff**  
- **Kathleen Gueymard**
- **Linda & Wayne Hepworth**  
- **Carol & Bob Hollowell**  
- **Shari & Bruce Jenkins**  
- **Lisa Jones**  
- **Pat & Bob Kill**  
- **Ted Kokernak**  
- **Stanley Lau Trust**
- **Rebecca Rasmussen**  
- **Marsha & Franz Reisch**  
- **Janna & Brant Ross**  
- **Shakespeare Enterprises**  
- **Jimmy Sorenson**  
- **Southern Utah Home Builders**
- **Tech Ridge Management, LLC**  
- **Yoland & Alex Thurman**

## $2,500 - $4,999

- **Betty Adamson**  
- **Sharon Aspenberg**  
- **Mary Boulton**  
- **Bringhurst Plumbing**  
- **Community Of Christ St. George**  
- **David Dangerfield**  
- **Emily Evans**  
- **Nancy & Edward Fehr**  
- **Larry Geer**  
- **Benjamin Green**  
- **Carol & David Hansen**  
- **The Hattey Family Charitable Fund**
- **Barbara Hjelle**  
- **Teresa Jordan**  
- **KASHBAC DAF**  
- **Mary Laubscher**  
- **Sue & Rex Lundgreen**  
- **Rob Marcum**  
- **Brady Matheson**  
- **Lois & Roger Mortiz**  
- **Jo Nebeker**  
- **Nets on Fire**  
- **Judy Oberdick**  
- **Cathleen & Rick Obray**  
- **Dori Phillips**
- **Nanette & David Pugsley**  
- **Rock Canyon Bank**  
- **William Sain**  
- **Bruce Dale Skinner**  
- **Katherine Snyder**  
- **Julie & Jeff Stewart**  
- **Jane & Ronald Stoughton**  
- **Stout Roofing**  
- **Sullivan Homes**  
- **Sue & Bill Swinyard**  
- **Karen Todd**  
- **Kathleen & David Westerby**
We view the time and money we donate to Switchpoint not as gifts, but rather as investments in the lives of Switchpoint's clients and in our community. Switchpoint provides the support each client needs and deserves as they work to become responsible and productive members of society.

-Donors Nan & Ben Hendrickson
$1,000 - $2,499 CONTINUED

Dannielle Larkin
Cindy Larsen
Diane & Jerry Larson
Pam & Brent Layton
Belinda & Adam Lenhard
Susan & John Love
Jean Lown
Nancy & Joseph Lyon
Main Street Insurance
Tim Martin
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Dimon McFerson
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Britta & David Schugk
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Millie & Bodie Topham
Tri-State Electric & Utility
Unitarian Universalist Fellowship of SW Utah
Denise & Michael Wilstead
Valeri & Bob Wisner

$500 - $999

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Darrell Askey
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Tai Beal
Maurice Beaujeu
Peggy & Brian Beer
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Rob Das
Michelle Deeback
Harold DeVries
Dixie Component Systems
Drew’s Quality Cabinets, Inc.
DRI Foundation
Lee Edel
It's been amazing to see all that you have accomplished in Southern Utah. You've given our homeless friends hope, you've given them love.”

-Pamela Atkinson Advocate and State Advisor for Homeless Policy
OUR MISSION

To empower those in need by addressing the underlying cause of poverty, providing a comprehensive plan to support their journey to self-sufficiency.

OUR VISION

Every individual embodies their worth and value, with self-esteem, hope and abilities restored, thriving in affordable housing.

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